

- Of the respondents who received a referral from their physician for specialty services; over eighty percent **(81.5%)** reported having no problems obtaining a referral.
- Twelve percent of the respondents **(12.4%)** claimed there were times they had not been able to get medical care when they needed it during the twelve-month period prior to the survey.
- Greater than seventy percent of the respondents **(72.6%)** were satisfied with the ease of getting a referral.
- More than eighty-percent of the respondents **(82.2%)** have been satisfied overall with care from specialists.

## Health Tracks for Children

- Of the respondents with children younger than age 21 living at home; **48.3%** had completed a well-child visit during the twelve-month period prior to the survey. *37.7% in 2002*
- Eighty-six percent of the respondents **(85.7%)** who had participated in North Dakota Health Tracks (preventive health services) believe the services were either *very useful* or *somewhat useful*.

## Prescription Drugs

- Nine out of ten respondents **(90.3%)** had received pharmacy services, including prescriptions during the twelve-month period prior to completing the survey.

- Almost one-fifth of the respondents **(19%)** requested specific drugs from a physician.
- Seventy-one percent of the respondents **(71%)** believe generic and brand-name drugs are equally effective; 20.6% believe brand-name drugs are more effective and 7.0% believe generic drugs are more effective.
- Eighty-five percent of the respondents **(85.1%)** were satisfied with the ease of getting prescriptions.

## Dental Services

- Over forty percent of the respondents **(42.3%)** had not been to a dentist during the preceding twelve-month period.
- Of the respondents who made at least one dental appointment in the twelve-months prior to survey completion, **14.2%** reported having missed at least one dental appointment; *16.9% in 2002*.
- Almost one-quarter of the respondents **(24.1%)** reported difficulty getting needed dental care. Of these respondents, **54.4%** had trouble finding dentists who take Medicaid eligible patients.
- Nearly three out of ten respondents **(27.6%)** need additional information on which dentists accept Medicaid payments.
- Three-fourths of the respondents **(75.4%)** have been satisfied overall with dental care services received.

## Respondent’s Comments

- BEST things about the Medicaid Program:*
- ✓ Prescription drug coverage
  - ✓ Immediate care for the child
  - ✓ I am pregnant and cannot work. Medicaid pays for the medical care I need (and can’t afford) to keep me and my baby healthy
  - ✓ Takes care of Medicare premium
  - ✓ It is very much appreciated that I get help with my medical bills and medication. Thank you
  - ✓ It helps me with all health. Without it I would not be able to afford medication to stabilize me – especially mental illness

- CONCERNS about the Medicaid Program:*
- ✓ No dentists will take Medicaid. This is a real problem
  - ✓ Making adults wait 3 years for glasses
  - ✓ Having to pay the monthly recipient liability
  - ✓ Referrals
  - ✓ Information needs to be sent out often on any changes in the program
  - ✓ The stigma of being on the program. The attitude professionals and others because you are on the program
  - ✓ All the paperwork (for eligibility determination)

Detailed information regarding this study is available from the North Dakota Medicaid web site at <http://www.state.nd.us/humanservices>.



## 2004 CUSTOMER SURVEY RESULTS

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# Summary

The North Dakota Department of Human Services conducted a survey to evaluate the Medicaid program from the viewpoint of the Medicaid enrollee. The results were compared to past surveys and will help establish trends for future program efforts.

The study surveyed three groups: (1) Women, Children, and Families; (2) Blind and Disabled; and (3) Aged. Surveys were limited to one adult per participating household. Institutionalized Medicaid enrollees (people residing in nursing homes, the North Dakota State Hospital, the Developmental Center, etc.) were excluded from the study.

The main reasons given for seeking emergency room services were to receive care for an emergency condition (as determined by the respondent), or because the medical care was received after regular clinic hours. It is unclear at this time what impact after-hours clinics have on emergency room utilization.

Respondents from the *Women, Children and Family* aid category understand and communicate well with providers. However, the respondents expect more from the program. Specifically, additional access to care, increased satisfaction with medical and personal treatment, and more covered services were areas of concern.

A noted response concerned mental health and substance abuse services. Over eighty percent (**81.9%**) of all respondents reported receiving these services during the past 12 months. While **90.1%** of those reported to have received these services did not have any trouble getting needed mental health or substance abuse services.

This study found high satisfaction throughout the Medicaid program, eligibility process, and the services received by enrollees. Respondents stated high usage of prescription drugs with high satisfaction in the ease of getting prescriptions. While overall satisfaction with dental services was acceptable, many of the comments concerned access to services. However, the study also showed high usage of dental services.

## Applying for Medicaid

- More than eight out of ten respondents (**84.7%**) noted it was either *very easy* or *somewhat easy* to apply for Medicaid. *In 2002 it was 81.4%*
- More than nine out of ten respondents (**94.3%**) claim the assistance received from their county eligibility workers in completing the Medicaid application was either *very useful* or *somewhat useful*. *In 2002 it was 92.1%*

# Medicaid Program

- Three-fourths (**76.1%**) of the respondents are satisfied overall with the Medicaid program. *In 2002 it was 75.7%*
- Two thirds of the respondents (**63.2%**) claim to have a good understanding of North Dakota Medicaid benefits and services. *In 2002 it was 50.3%*
- One-third of the respondents (**30.7%**) need additional information about benefits and services.

## Medical Services

- Over eighty-five percent of the respondents (**87.6%**) claim one person as their personal doctor, whom they see most of the time. *In 2002 it was 85.1%*
- Nearly half of the respondents (**45.7%**) made six or more visits to a doctor/nurse/clinic during the twelve-month period prior to survey completion.
- Length of time to get an appointment to see doctor/nurse/clinic varied.

1 day .....	29.4%
1 week .....	45.1%
2 weeks .....	16.2%
More than 2 weeks .....	6.0%
Have not made an appointment.....	3.4%
- Over eighty percent of the respondents (**84.1%**) were satisfied with their doctor or nurse's explanation of medical information; *In 2002 it was 81.9%, 66.9% in 2000*

- Over eighty percent of the respondents (**83.3%**) were satisfied with the advice their doctor or nurse gave them on how to take care of themselves to stay healthy.
- In excess of eighty percent of the respondents (**81.9%**) were satisfied with the attitude of the doctor, nurse, or clinic toward people who are enrolled in Medicaid.
- Eighty-five percent of the respondents (**86.8%**) were satisfied overall with their doctor, nurse, or clinic.
- Sixty-seven percent of the respondents (**67.6%**) were either *very satisfied* or *somewhat satisfied* with the time spent at the office/clinic waiting to see their doctor or nurse.
- Over half of the respondents (**56.5%**) had not been to an emergency room during the twelve-month period prior to the survey.
- One-fourth (**24.0%**) of the respondents accessed the emergency room one time during the previous 12 months.
- Of the respondents who accessed emergency room services at least once; one-fifth (**21.2%**) accessed emergency room care for a non-pregnancy related serious injury or illness that required immediate attention.
- Of the respondents who accessed emergency room services at least once; one-fifth (**20.7%**) did so because the regular clinic was closed for the day.